



Employee Service Center

Call Center | Fulfillment Center | Custom Projects

Cielostar provides our clients with the option of utilizing our Employee Service Center for various types of call center support and fulfillment needs or project based tasks. We understand that these jobs can be tough to accomplish with limited staff, CieloStar is fully prepared to assist you.



- Various Levels of Support are available for different client needs such as Open Enrollment only, Year Round Support for all types of benefit related questions, Technical Support only for system help, or other client desired projects
- Live Customer Service Representatives assist each caller during business hours, after hours a voicemail can be left which will be returned within 24 hours
- Dedicated toll-free 1-800 telephone number is set up for each client and answered with a personalized greeting
- Patient Advocacy: CSR's contact vendors and providers on the participant's behalf to help resolve service issues and claim questions
- Call Tracking and Reporting is available in BenefitReady® to assist in identifying recurring issues, communication opportunities, and call volume trends
- In-house Spanish speaking service representatives and the Language Line are available for callers who speak another language
- Fulfillment & Projects made easy:
 - Open Enrollment Kits
 - Employee New Hire packets
 - Dependent Eligibility Audits
 - Medicare Part D Notices
 - Life Event Processing
 - Mass Mailings



TEL 612-338-7940 FAX 612-338-2673 www.cielostar.com

530 U.S. TRUST BLDG. | 730 SECOND AVE. S. | MINNEAPOLIS, MN. 55402